



## South Sound Health Communication Network

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- Who we are & how we got here
- Designing the Future
- **The Network** – up close & personal



Northwest Physicians Network  
An Independent Physicians Association





Northwest Physicians Network  
An Independent Physicians Association

# Northwest Physicians Network

- Largest IPA in Northwest
- “Main Street” Doctors:
  - Small Business Owners
  - Employers not Employees
  - Represents 80% of the physician force in the US
- 424 Physicians
  - 102 PCP’s
  - 322 Specialists
- Front line medical care in the community



# The healthcare system from our view

Capital,  
Financial  
Resources

80%

20%

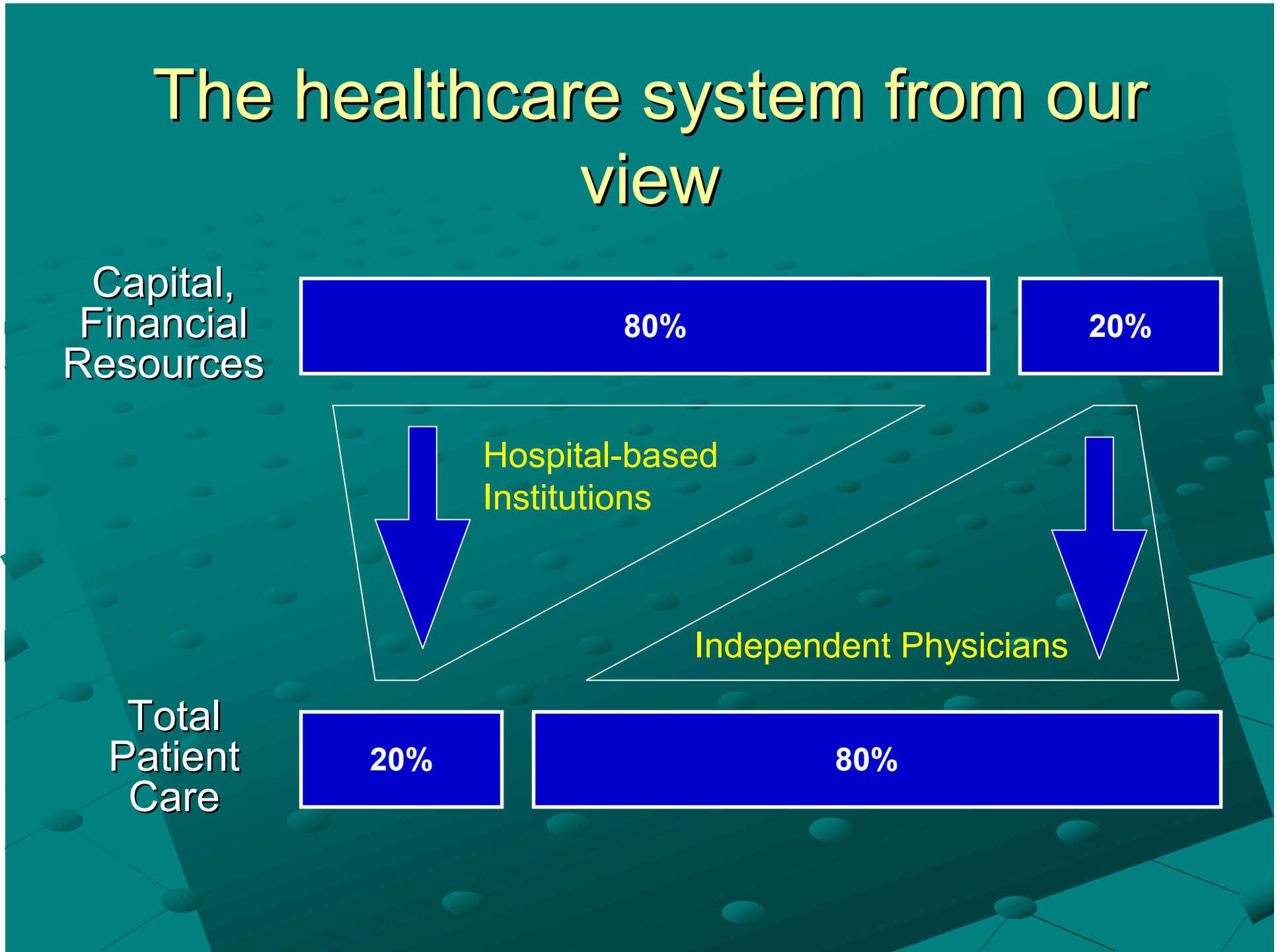
Hospital-based  
Institutions

Independent Physicians

Total  
Patient  
Care

20%

80%

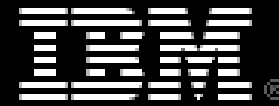




# Assumptions about IT

## ● Technology is disruptive

- Travel agents & Expedia
- PC & 7<sup>th</sup> story secretarial pool



## ● Interoperability will come

- Appliances and outlets
- Computers and the internet





# Designing the Future

- **Value through Interoperability**
- **Public Utility**
- **Our Model**
- **Motivators**

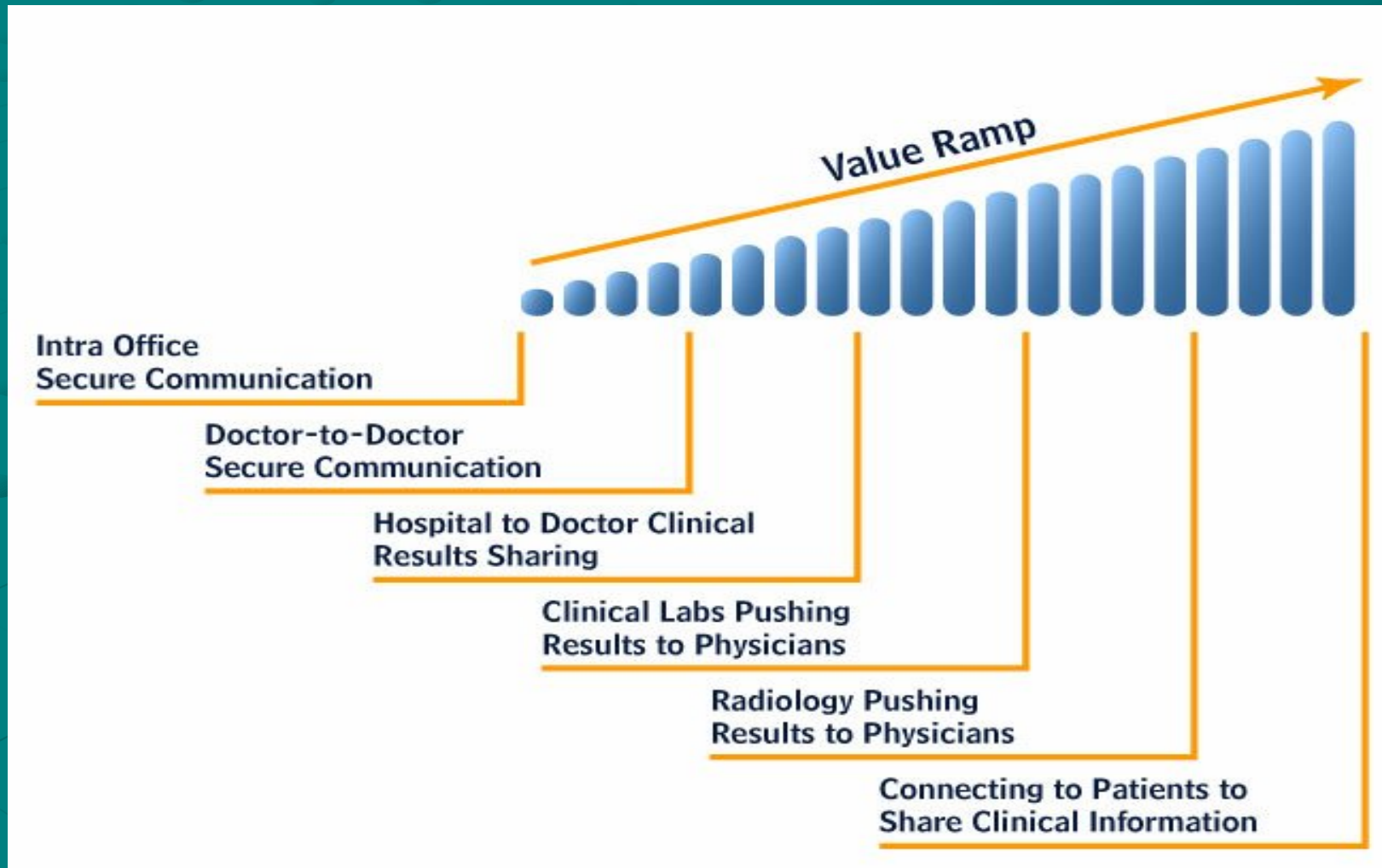


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# Value through Interoperability





# A new kind of “public utility”

## Examples

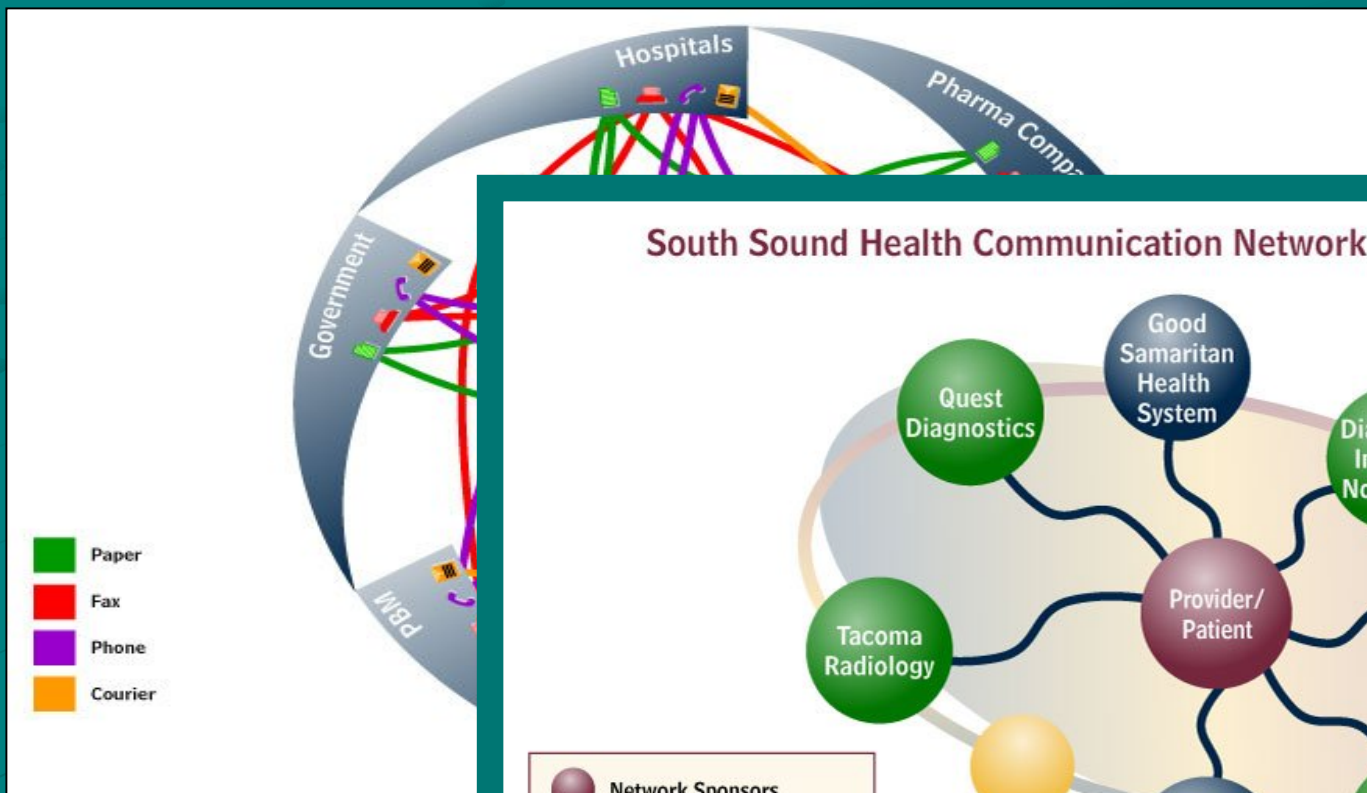
- Lighthouses
- Tacoma “Click!”
- The Internet



**“The Network”** is an independent, non-profit corporation – governed by an independent board

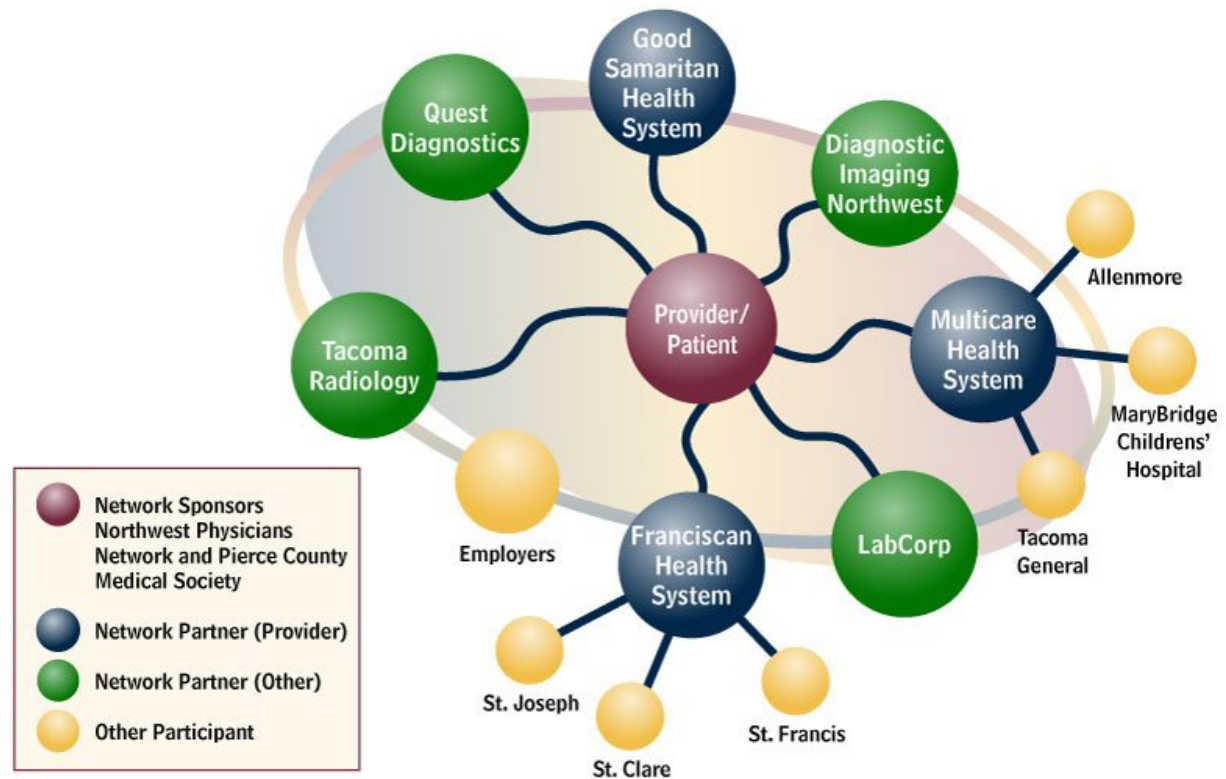


# Model



The logic of  
**The Network**  
organizes that  
chaos

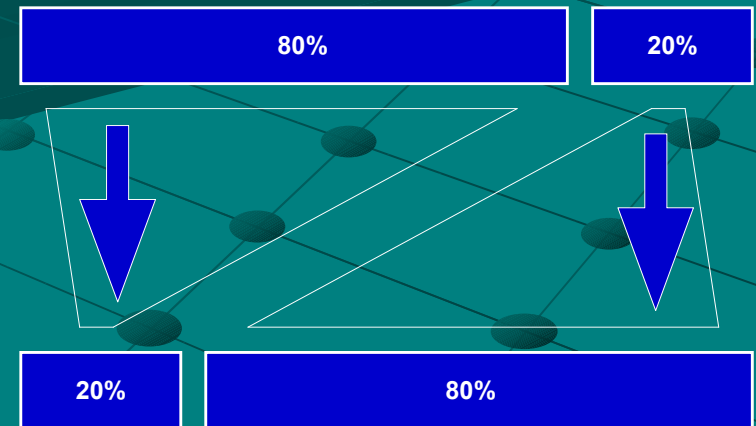
South Sound Health Communication Network





# Motivators

- Staying in business
  - Innovate or die
  - Canary in the mine
- A focus on health is good for patients & good for “Main Street” docs
- Refocusing existing resources towards improved population health







Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address https://healthportal.smshealthconx.net/npn/ Go


Northwest Physicians Network



Thursday, January 20, 2005  
Current User: Yvette Hoyt

Refresh Help Log Out

Hospitals
FHS Home
Good Samaritan Hospital
Multicare Home

Health Plan Sites
CHPW
First Choice Health
Molina
PacifiCare
Premiera
Regence
WA Healthcare Forum

Clinical Sites
CMS
Noridian
Skolar MD
WebMD

Resource Sites
Links


Personal Web Links
My Web Links

Welcome to THE NETWORK

Community Connection

My Messages

South Sound Health Communication Network
Inbox for Yvette Hoyt

Stat	Pt	From	Type	Caller/Subject	Date/Time
		Rick MacCormack		Welcome to the South Sound Health Communication Network	1/20/2005 3:52 PM

WorldDoc

SecureCARE  
Technologies, Inc.

Provider  
View

Done Internet





Dashboard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media

Address https://healthportal.smshealthconx.net/npn/ Go


Northwest Physicians Network



Thursday, April 14, 2005  
Current User: Sara Beuche

Refresh Help Log Out

Hospitals

FHS Home  
Good Samaritan Hospital  
Multicare Home

Health Plan Sites


CHPW  
First Choice Health  
Molina Health Care  
PacifiCare  
Premiera  
Regence  
CMS

Resource Sites

Web MD  
SMS  
Mayo Clinic  
Tacoma PC

Personal Web Links

My Web Links


Community Connection

Welcome to THE NETWORK

Welcome back **Sara Beuche!**

Need Help? Contact Support.

Send Messages	Read Messages	My Chart	My Account
<ul style="list-style-type: none"> <li>Contact My Doctor</li> <li>Request an Appointment</li> <li>Refill Medication</li> <li>Request a Referral</li> <li>Insurance and Billing Questions</li> <li>Set Reminders</li> </ul>	<ul style="list-style-type: none"> <li>Current Messages</li> <li>Archived Messages</li> <li>Search Messages</li> </ul>	<ul style="list-style-type: none"> <li>My Health Profile</li> <li>My Health Diary</li> <li>Diabetes Log</li> <li>Heart Log</li> <li>EKG</li> <li>Lab Results</li> <li>Immunizations</li> <li>Other Documents</li> </ul>	<ul style="list-style-type: none"> <li>My Profile</li> <li>My Health Profile</li> <li>Add/Edit Family Members</li> <li>Change Assigned Doctor</li> </ul>

Service Overview

Upgrade >>

The doctors and staff of our network are pleased to offer access to important office functions via our secure communication system. If you haven't already, upgrade now and take full advantage of the convenience of this valuable service.

Basic Service Features (free of charge):

- Make appointments
- Refill medications
- Request referrals
- Answer insurance and billing questions

Premium Service Features ( Upgrade ):

- Includes all Basic Service features, plus...
- Contact your doctor with a secure, private message
- Access your personal health record online
- Maintain your personal health diary

Patient View

Internet



# Patient Health Profile

Welcome to ReachMyDoctor - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print View Source

**ReachMyDoctor**

HOME SEND MESSAGES READ MESSAGES MY CHART MY ACCOUNT SIGN OUT NEW MAIL

**Important Notes**

- Please phone the office 303-871-2205 for all urgent medical problems or dial 911 for medical emergencies.

**Health Profile for Richard Adams**

To update the Health Profile of one of your dependents click on their name.  
[Sarah Brook](#)  
[richard adams](#)

**Insurance Info**

Insurance Plan Name:	PacifiCare
Insurance Policy Number:	1023981208
Insurance Group Number:	1023456
Insurance Responsible Party:	Self

**Pharmacy Info**

Pharmacy Name:	Walgreens
Pharmacy Phone Number:	(303) 789-7878
Pharmacy Contact:	Jim

**Emergency Contact Info**

Emergency Contact Name	Laurie Adams
Emergency Contact Phone	(303) 841-0838
Emergency Contact Relation	Wife

**Medical Problems for Richard Adams:**  
**Last Updated: 4/22/2004**  
Allergies (Seasonal)

Done Internet



# Patient Heart Log

ALERTS!

Send a message to your doctor:

- If you gain more than 3 lbs in any 24 hour period
- If your blood pressure is greater than 160/100 or less than 90/60
- If your resting heart rate is greater than 100 or less than 60
- If crackles are heard in your lungs
- If your ankles become swollen (edema) or if the swelling increases within any 24 hour period
- Call the office or 911 immediately if you develop severe difficulty breathing or if you have chest pain lasting longer than 5 minutes

Heart Log

Please complete your daily heart log and press the 'Save' button. You may receive an **Alert** if any of your readings exceed the acceptable range. To send your log and a message to your doctor, press the 'Send to Doctor' button.

Weekly Log

Date	Weight	BP	Heart Rate	Breath Sounds		Edema	
				Left Lung	Right Lung	Left Ankle	Right Ankle
<a href="#">05/11/2003</a>	164	120/100	75	Clear	Clear	None	None
<a href="#">05/10/2003</a>	162	115/90	80	Clear	Clear	1+	None
<a href="#">05/09/2003</a>	161	158/86	87	Clear	Clear	1+	None
<a href="#">05/08/2003</a>	164	130/82	72	Clear	Crkls 1/3 up	2+	1+
<a href="#">05/07/2003</a>	163	133/90	68	Clear	Clear	1+	1+
<a href="#">05/06/2003</a>	162						
<a href="#">05/05/2003</a>	163	129/80	82	Clear	Clear	1+	None

[View Log History](#)

Enter Today's Value

Date:

Weight:

Blood Pressure:

 /

Heart Rate:

Breath Sounds:

Left Lung

Clear

Right Lung

Clear

Edema (Swelling):

Left Ankle

None

Right Ankle

None

Comments:

Done

Internet



# Immunization record

My Chart - View Document - Microsoft Internet Explorer

The image may take a few moments to appear.

## Image viewing options:

Change image size:

☐ Rotate left ☒ No rotation ☐ Rotate right

[Close this window](#)

**COLORADO LAW REQUIRES THIS FORM BE COMPLETED AND PROVIDED TO THE SCHOOL**

Name Brook, Sarah Date of Birth 3-4-93

Parent/Guardian \_\_\_\_\_

**COLORADO DEPARTMENT OF PUBLIC HEALTH AND ENVIRONMENT—CERTIFICATE OF IMMUNIZATION**

VACCINE		Enter date each Immunization was given				
DTP/DTaP	Diphtheria-Tetanus-Pertussis (see footnote "c" below)	4-14-93	6-4-93	8-4-93	3-6-95	3-3-98
Td/DT	Tetanus-Diphtheria					
OPV/IPV	Polio	4-14-93	6-4-93	8-4-93	3-6-95	3-2-97
Hib	<i>Haemophilus influenzae</i> type b	4-14-93	6-4-93	8-4-93	6-7-94	Required for children < 5 yrs. of age. See footnote "j" below.
Measles	Measles	6-7-94	3-5-99	The first MMR must have been given on or after the first birthday. Effective 7/1/2000, the second dose of MMR is required for Kindergarten.		
Mumps	Mumps	↓	↓	Written evidence of laboratory tests showing immunity to measles, mumps, rubella, polio and hepatitis B is acceptable. Attach written proof to this Certificate, or record test results and dates in the boxes at left.		
Rubella	Rubella	↓	↓			
HB	Hepatitis B	3-16-93	4-14-93	12-3-93		
Varicella	Chickenpox	11-26-97			History of disease. Yes _____ year (optional) _____ (See footnote "e" below)	
Other						

To the best of my knowledge, the person named above has received the above immunizations.

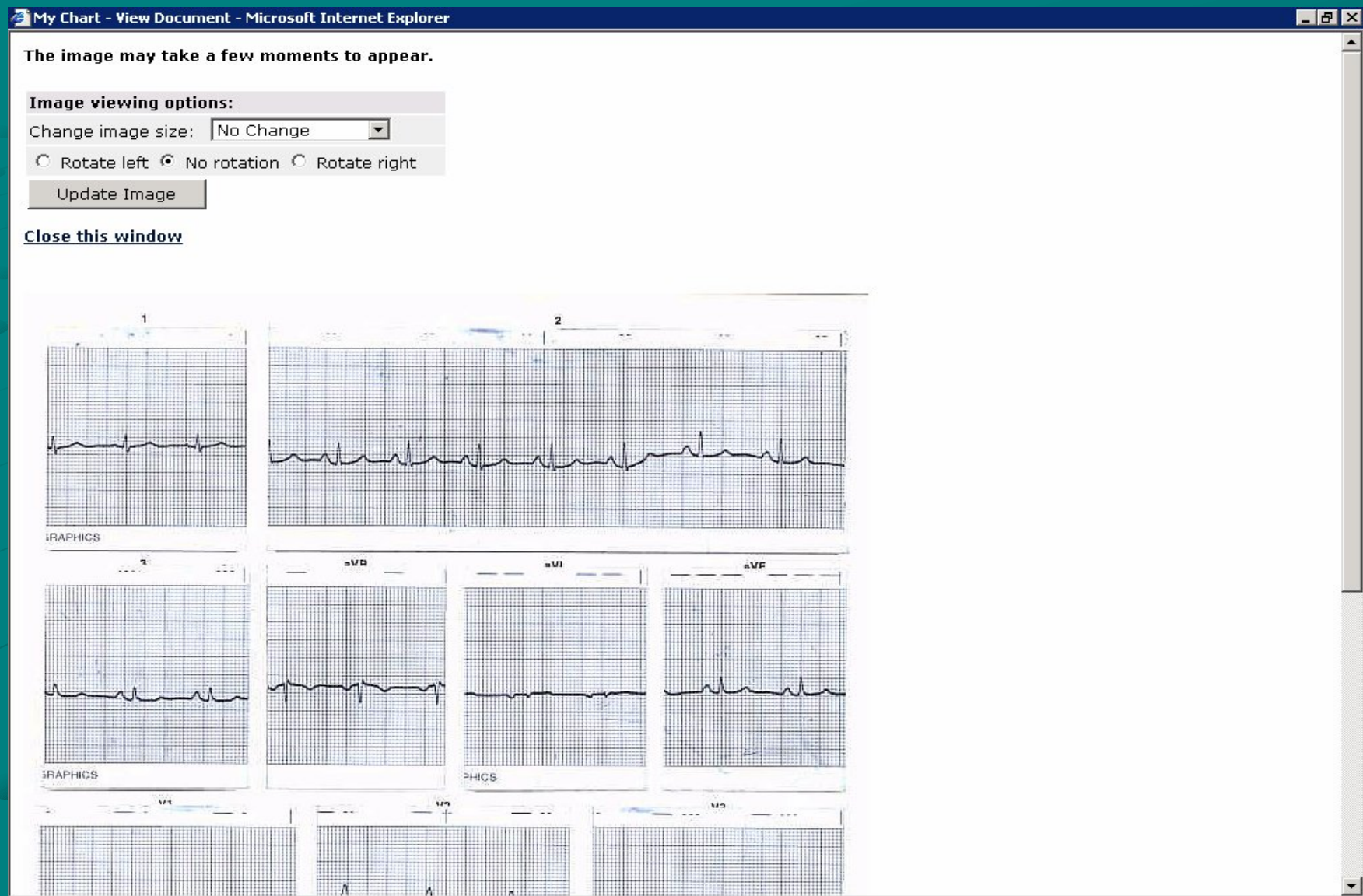
Signed [Signature] Title \_\_\_\_\_ Date 3-8-02

(Physician, nurse or school health authority)

Table 1. MINIMUM NUMBER OF DOSES REQUIRED FOR CERTIFICATE OF IMMUNIZATION—Effective July 1, 2000



# Scanned Patient Test





# Lab test results

My Chart - View Document - Microsoft Internet Explorer

The image may take a few moments to appear.

## Image viewing options:

Change image size:

☐ Rotate left ☒ No rotation ☐ Rotate right

[Click here](#) to view normal lab values

[Close this window](#)



Quest  
Diagnostics

## CCLink Test Results

PAGE# [ 1 ]

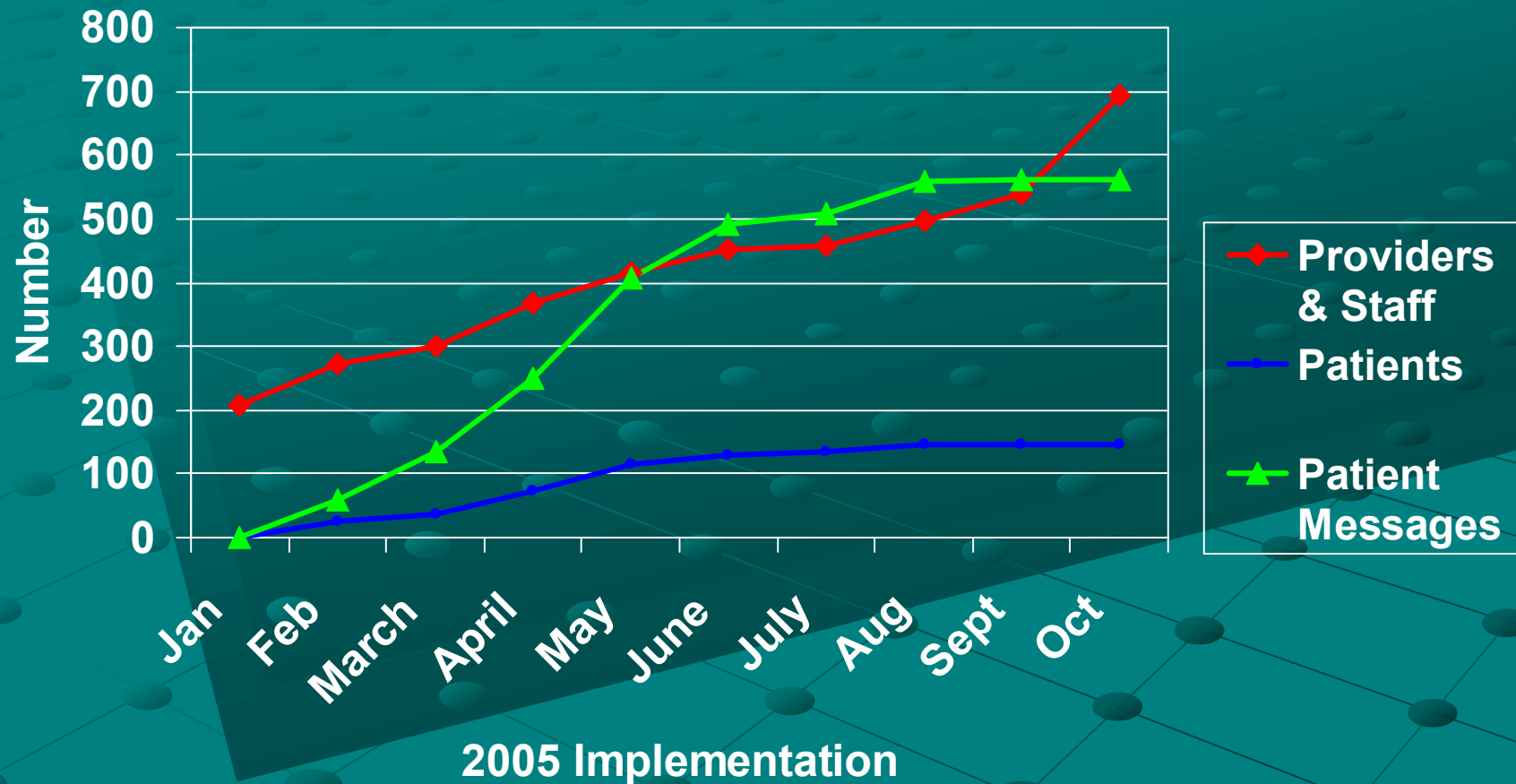
[Complete Report](#)

<b>RICHARD</b>		<b>01/31/2000</b>	<b>08:34am</b>	<b>01/31/2000</b>	<b>02/01/2000</b>
Patient Name		Date Drawn	Time Drawn	Date Received	Date of Report
M	07/15/1946	53			
Sex	D.O.B.	Age			
MPL9839		COLORADO INTERNAL MEDICINE CTR		Hospital ID #	Account Number
Patient I.D.		4545 E. 9TH AVE		000-00-0000	
KARSHI, HARVEY		#670		SS #	01XX002154
Ordering Physician		DENVER, CO 80220		Specimen Number	
Patient Home#		REQ#: B10083 025045A			
Patient Work#		Comments			

Test Name	Results	Units	Reference Range	Site
<b>968T LIPID PANEL</b>				
CHOLESTEROL, SERUM	179	MG/DL	140- 199	DE
TRIGLYCERIDES, SERUM	146	MG/DL	<200	DE
HDL CHOLESTEROL	41	MG/DL	> 35	DE
LDL	108.80	MG/DL	0- 129	DE
CORONARY RISK RATIO	4.37	RATIO	SEE BELOW	DE
*REFERENCE RANGE FOR CORONARY RISK RATIO AVG RISK 5.03-6.11				
<b>91A HEPATIC PANEL</b>				
ALBUMIN, SERUM	4.3	GM/DL	3.5- 5.0	XX
BILIRUBIN, TOTAL	0.7	MG/DL	0.1- 1.6	XX
BILIRUBIN, DIRECT	0.2	MG/DL	0.0- 0.3	XX
BILIRUBIN, INDIRECT	0.5	MG/DL		XX
ALKALINE PHOSPHATASE	52	U/L	33- 129	XX
AST (SGOT)	17	U/L	5- 50	XX



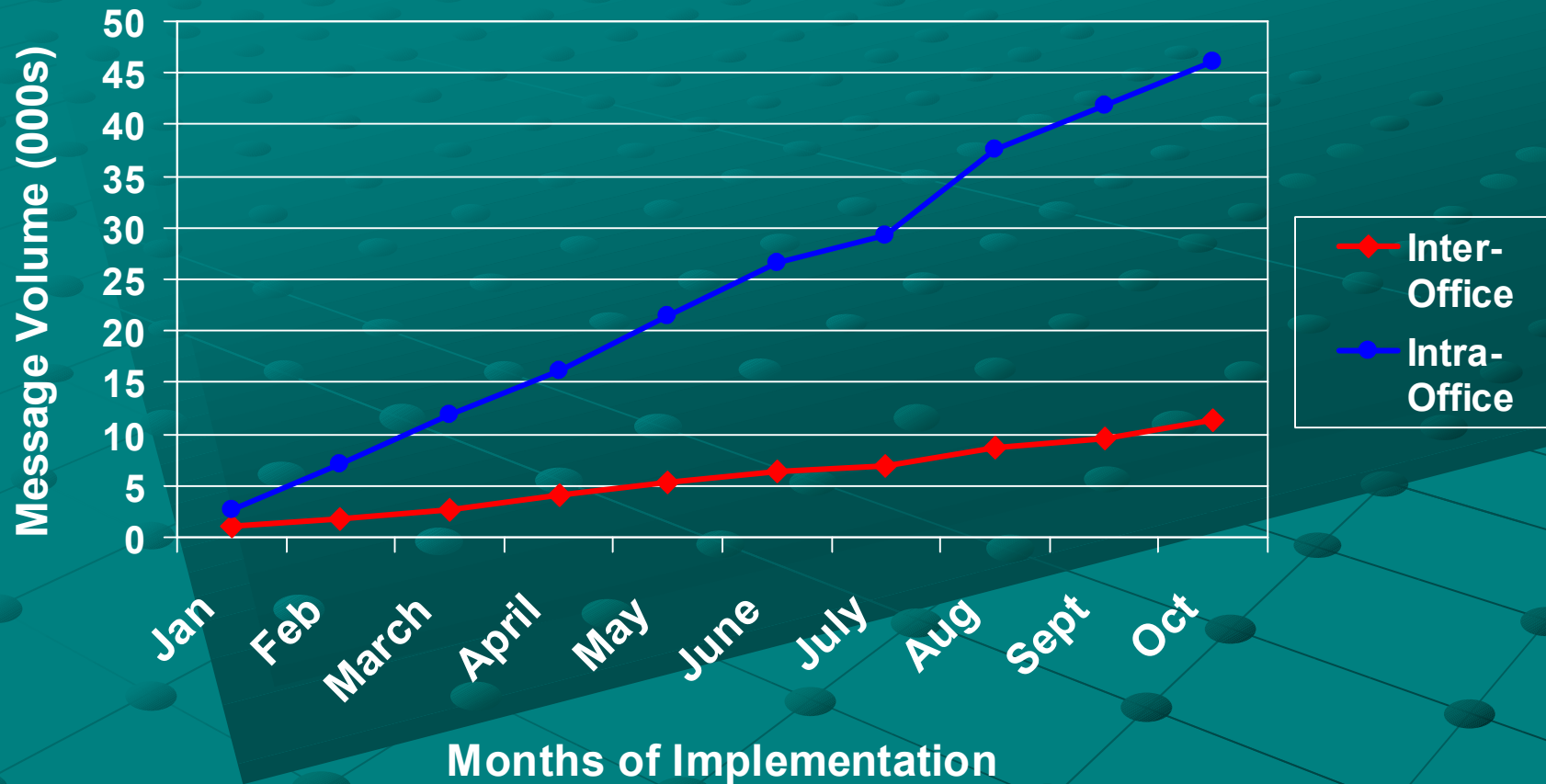
# The Network Adoption





# The Network Adoption

## Inter- and Intra-office Communication





# Case Study: Year 1 Impacts

Participating 7 physician clinic

- Clinic workflow redesign saved space
- Transcription moving securely on Network instead of paper
- Chart request copying & scanning eliminated
- Referral paperwork eliminated
- 1.0 FTE load reallocated
- Equipment maintenance costs reduced



# Case Study: Year 1 Impacts

Participating 7 physician clinic

- Over \$6,000 per physician (conservative estimate)
- ROI: 15.6 (Network cost per physician/year: \$384)



**“If there is one thing we learned  
from Hurricane Katrina...**

**...it's that water destroys paper.”**

**– Dr. David Brailer**

In an emergency, most people don't think of their medical records before it's too late. And if your prescriptions, allergies, & medical history are all written on paper, you may be only a short time away from losing them.

Just ask the citizens of New Orleans.

**Protect yourself. Protect your  
family.**

Talk to your doctor about getting your medical information electronic and online.



**NPN**

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# Questions?



**SIEMENS**

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Northwest Physicians Network  
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